



COUNTY OF LOS ANGELES

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To: Supervisor Zev Yaroslavsky, Chairman
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From: Jon W. Fullinwider
Chief Information Officer

Subject: **DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS) COMPUTER INCIDENT REPORT**

On August 28, 2007 the Department of Public Social Services (DPSS) learned from the Jewish Vocational Services (JVS), a DPSS Contractor, that a JVS owned removable storage device (USB drive) was missing and presumed stolen from the Lancaster General Relief Opportunities for Work (GROW) Program office. The missing device contained backup data files of GROW participant resumes and various GROW Program reports.

While GROW participant resumes are unique to individuals, they are not confidential or sensitive as they are posted on public employment web sites. However, the GROW Program reports developed by the Contractor administering the program are considered sensitive as they contain participant names and Social Security Numbers (SSN). In attempting to identify the number of GROW participants affected, data from the primary personal computer (source of the backup data on the USB drive) was reviewed. This review resulted in the identification of 1749 personal records. However, multiple records referred to the same person, so further analysis is being undertaken to normalize and determine the exact number of individuals affected.

The data in question had been downloaded to a USB storage device by an employee of the Jewish Vocational Services who had authorized access to the computer files where the data was extracted. Additionally, the JVS employee violated a JVS company policy that required the employee to maintain physical and visual control of the storage device while it contained customer information.

DPSS staff is reviewing the involved records to determine specific individual identities. This information will be used in developing notification letters identifying that sensitive information about them may have been compromised and that they should take action to notify the three major credit bureaus. Since GROW participants have different ethnic backgrounds and may not speak English, individual letters will be translated to their native language.

The Office of the CIO will work with DPSS to assist in identifying and implementing procedures for mitigating future occurrences of this type of incident that will include an assessment to reduce the amount of sensitive/personal data required in producing reports. An example would be the last four digits of an SSN as oppose to the full nine digits being stored and printed.

Your Board will continue to be appraised of actions taken until the incident is closed.

If you have questions related to this incident, please call my office at (213) 974-2008 or Al Brusewitz, Chief Information Security Officer, at (562) 940-3873.

JWF:AB:ygd

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